

#	LEGAL PROBLEM	2000 CSR TOTAL	2000 CSR %	2001 CSR TOTAL	2001 CSR %	2002 CSR TOTAL	2002 CSR %
1	Consumer/Finance	113,468	11.2%	118,212	11.7%	112,790	11.5%
2	Education	7,685	0.8%	7,574	0.7%	7,910	0.8%
3	Employment	21,234	2.1%	21,711	2.1%	21,937	2.2%
4	Family	381,668	37.7%	381,476	37.6%	377,752	38.6%
5	Juvenile	8,567	0.8%	8,714	0.9%	9,325	1.0%
6	Health	34,093	3.4%	33,286	3.3%	27,619	2.8%
7	Housing	237,347	23.4%	237,580	23.4%	229,528	23.4%
8	Income Maintenance	127,007	12.5%	124,396	12.3%	127,150	13.0%
9	Individual Rights	16,567	1.6%	17,752	1.8%	15,323	1.6%
10	Miscellaneous	64,732	6.4%	63,412	6.3%	49,500	5.1%
	Total	1,012,368	100%	1,014,113	100%	978,834	100%

#	MAJOR REASON CASE CLOSED	2000 CSR TOTAL	2000 CSR %	2001 CSR TOTAL	2001 CSR %	2002 CSR TOTAL	2002 CSR %
1	A. Counsel & Advice	536,293	53.0%	554,109	54.6%	547,692	56.0%
2	B. Brief Services	194,039	19.2%	187,343	18.5%	170,193	17.4%
3	C. Referred After Legal Assessment	13,943	1.4%	15,930	1.6%	15,842	1.6%
4	D. Insufficient Merit to Proceed	8,584	0.8%	7,603	0.7%	7,195	0.7%
5	E. Client Withdrew or Did Not Return	41,041	4.1%	35,824	3.5%	32,136	3.3%
6	F. Negotiated Settlement without Litigation	21,051	2.1%	20,737	2.0%	18,863	1.9%
7	G. Negotiated Settlement with Litigation	35,165	3.5%	35,473	3.5%	34,261	3.5%
8	H. Admin Agency Decision	37,197	3.7%	35,685	3.5%	36,982	3.8%
9	I. Court Decision	99,685	9.8%	97,491	9.6%	97,291	9.9%
10	J. Change Eligibility Status	3,088	0.3%	2,475	0.2%	2,330	0.2%
11	K. Other	22,282	2.2%	21,443	2.1%	16,049	1.6%
	Total	1,012,368	100%	1,014,113	100%	978,834	100%